

Service business guidelines

- Client/customer management
- Employee training
- Facility makeover

client/customer management

- Service based businesses should operate on a “1 client at a time” policy. No double booking or multiple clients at a time.
- Clients should be instructed to wait in specific areas(or their car) and be called in for their appointments.
- Service businesses should minimize walk in business and if possible move to an appointment based scheduling system. There are several online options, (some may be free to small operators) such as Setmore, Square Appointments, Acuity Scheduling, GigaBook, 10to8, Appointy, Mindbody,Calendly, AppointmentPlus.

Continued customer management

- Customers should be given clear easy to understand directions on how to interact with the business.

Perhaps the county can create downloadable templates or signs such as **STAND HERE, PLEASE WAIT HERE** etc. Would recommend adding the orange County health department logo on signs to help drive the message.

- Businesses should be encouraged to communicate all changes to their clients through video, email and social media posts.

Employee training

- Businesses should have access to their specific industry trade groups for Best Practices guidelines.(Andrea has shared several with the group)
- Staff need to have sanitation training. www.rejuvenatelearn.com and www.barbacide.com/certification/ are 2 free online resources.
- Training in proper usage and disposal of PPE.
- Have daily checklists for employees.

Service area makeover

- What do your clients “touch”? Can they be removed? Magazines, samples, candy, pens, products etc.
- Rearrange waiting area to eliminate congregating.
- Doors to be left open if possible.
- Hand sanitizer in obvious areas.
- Control the flow of customers through signage, and rearranging retail/sales floor.